



CABINET FOR HUMAN RESOURCES
COMMONWEALTH OF KENTUCKY
FRANKFORT 40621

DEPARTMENT FOR SOCIAL INSURANCE
"An Equal Opportunity Employer M/F/D"

KASES Network Memo No. 14

TO: Staff, Division of Child Support Enforcement
All IV-D Agents

FROM: Mike Robinson, Commissioner
Department for Social Insurance

Mike Robinson

DATE: April 12, 1993

SUBJECT: MAIL Messages Received Without Notes Attached

When a MAIL message is completed and the PF5-Notes Process option is pressed to enter notes, the message is automatically confirmed as though the PF9-Confirm option was pressed. As a result, the MAIL message is automatically transmitted to the receiving worker before the sending worker has typed and confirmed the notes.

If a MAIL message is received without notes, the receiving worker should look at the time the MAIL message was created and give the sending worker additional time to complete notes before informing the worker that notes are not attached to the message.

A memorandum from Gail Wells with examples showing the time lapse between completing and transmitting MAIL messages and entering and confirming notes is attached.

DCSE STAFF AND CONTRACTING OFFICIALS WHO HAVE NOT IMPLEMENTED KASES ARE TO SAVE AND FILE THIS MEMO FOR FUTURE REFERENCE.

Attachments (4)

Retention: Until Superseded

Inquiries: DCSE Staff - Supervisors
IV-D Agents - Compliance Analysts.



CABINET FOR HUMAN RESOURCES
COMMONWEALTH OF KENTUCKY

DEPARTMENT FOR SOCIAL INSURANCE

TO: Wanda Kinnaird, Administrator
Field Services, Eastern Region

FROM: Gail Wells, Office Manager
Franklin County Regional Office

DATE: February 18, 1993

SUBJECT: Mail Messages



Please see the attached returned mail message. The worker has sent this message again requesting the adjustment a second time.

I would like to request that a KASES Memorandum be sent to all staff asking that they allow some time for the sending worker to complete notes. In the attached example, on 2/9 the worker confirmed the Worklist Data at 8:29:36. The accountant printed the worklist data at 8:30:11, 35 seconds later. At 8:30:29 the worker confirmed notes.

In order to avoid passing work back and forth, I feel all staff should be advised that when a mail message is received without notes, the receiving worker should recheck the worklist at least an hour later before returning it.

This not only a problem with accounting workers; it also occurs with contracting officials. If you have any questions or need additional information, please contact me.

Attachment

ASEAWC 490A012
02/09/93 08:30:29
WORKER # 490A012
LOCATION 490

K A S E S
UPDATE WORKLIST ITEM
WORKER NAME SHREVE
WORKER TYPE SUPR

MARY

ENTRY DATE 02/09/1993
ENTRY WORKER 490A012
ENTRY LOCATION 490
LAST UPDATED 02/09/1993

WORKLIST CREATION DATA
CASE ACCT 567428
AP NAME GOODRICH

RUSSELL G

DUE DATE 02/09/1993
ITEM TYPE MAIL
PRIORITY 3

TIME 083014
WORKLIST DESCRIPTION DATA
RECEIVING WORKER # 300X126

DESCRIPTION ADJUSTMENT NEEDED SEE NOTES

COMMENTS

MANUAL CALCULATION ARREARAGE JUDGMENT REC'D; PLEASE INCREASE THE
NPA1A IN THE AMOUNT OF 670.75. MARY SHREVE 490A012

PF5-NOTES PROCESS

PF6-CASE SUMMARY

PF9-CONTINUE

ASEAWE 300X126
02/09/93 08:30:11
WORKER # 300X126
LOCATION 300

K A S E S
UPDATE WORKLIST ITEM
WORKER NAME BREWER
WORKER TYPE ADJS
WORKLIST CREATION DATA
CASE ACCT 567428
AP NAME GOODRICH

WANDA

ENTRY DATE 02/09/1993
ENTRY WORKER 490A012
ENTRY LOCATION 490
LAST UPDATED 02/09/1993

RUSSELL G

DUE DATE 02/09/1993
ITEM TYPE MAIL
PRIORITY 3

TIME 082936
WORKLIST DESCRIPTION DATA
RECEIVING WORKER # 300X126

DESCRIPTION ADJUSTMENT NEEDED SEE NOTES

COMMENTS

PF5-NOTES PROCESS

PF6-CASE SUMMARY

PF9-CONTINUE

No Notes
Wanda

ASEUNA 300X126
02/09/93 08:30:14

K A S E S
CREATE WORKLIST NOTES
NOTE REFERENCE #
NOTE KEY

PAGE 01

LAST UPDATED 02/09/1993 08:30:14

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PF9-CONTINUE